Strategic Solutions | Innovative Consulting | Rapid Results

Agenda

- ☑ **eVerge Group Overview**

- ☑ **ADP Company Overview**

- ☑ **ADP Customer Hub Implementation Overview**

About eVerge Group

- Founded in 1993

- Based in Dallas, Texas (Plano)

- 1,000+ successful implementations

- Focused on delivering business value

- Committed to customer satisfaction

- Impeccable customer references

eVerge
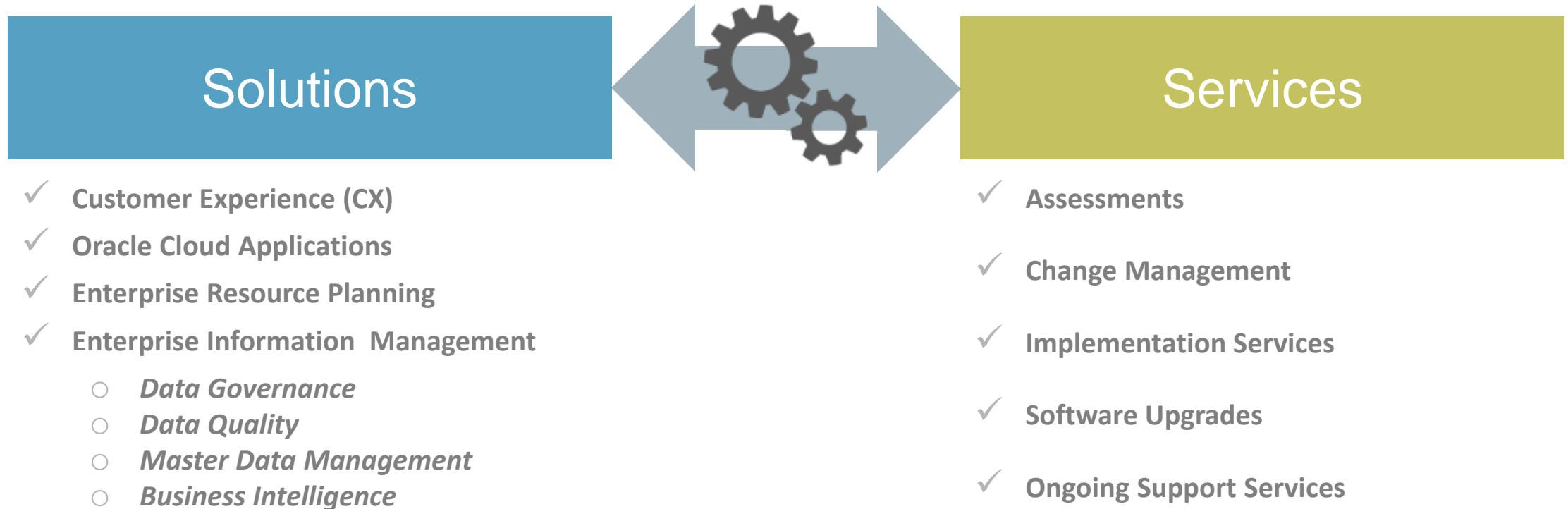group

Oracle Platinum Partner

Awarded to fewer than 5% of Oracle partners

Granted in recognition of eVerge Group's:

- Level of expertise

- Customer satisfaction

- History of successful Oracle implementations

Integration Solutions and Services

eVerge Group offers a full range of integration solutions and services

Solutions		Services

Solutions

- ✓ Customer Experience (CX)
- ✓ Oracle Cloud Applications
- ✓ Enterprise Resource Planning
- ✓ Enterprise Information Management
  - ○ *Data Governance*
  - ○ *Data Quality*
  - ○ *Master Data Management*
  - ○ *Business Intelligence*

Services

- ✓ Assessments
- ✓ Change Management
- ✓ Implementation Services
- ✓ Software Upgrades
- ✓ Ongoing Support Services

ORACLE® **Platinum Partner**

Master Data Management - MDM

eVerge Group has proven Master Data Management (MDM) methodologies and consultants that deliver information management thought leadership:
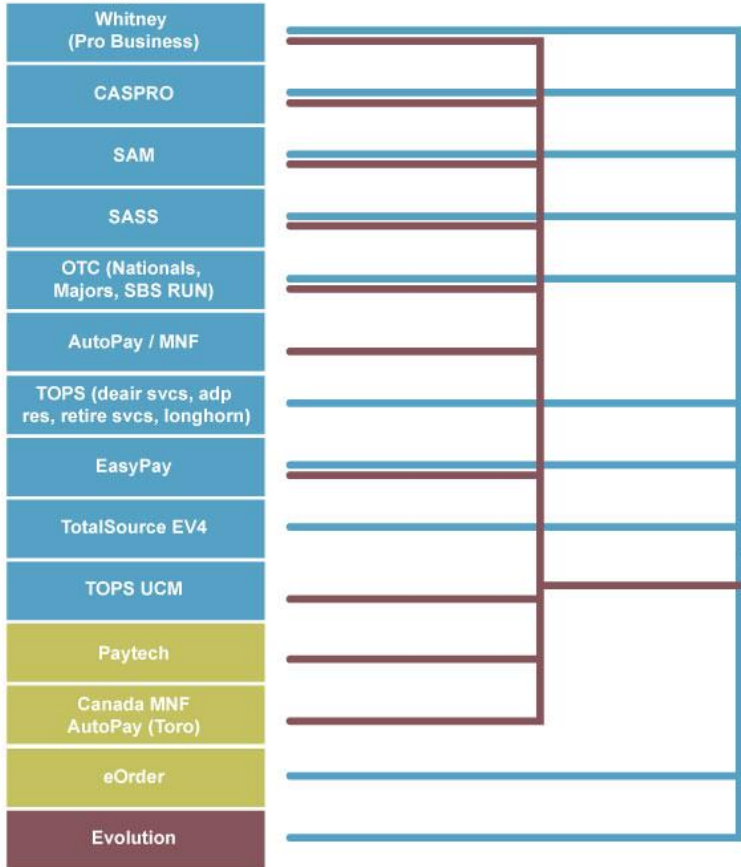
- ✓ MDM Readiness Assessment, Strategy Development and Oversight Services

- ✓ Data Governance Services

- ✓ Data Architecture, Data Profiling and Data Quality Assessment Services

- ✓ Comprehensive MDM Implementation and Improvement Services

About ADP

- ✓ **60 years of business outsourcing solutions**

- ✓ **A comprehensive global provider of cloud-based Human Capital Management (HCM) solutions that unite HR, payroll, talent, time, tax, and benefits administration**

- ✓ **Employer Services has an annual client revenue retention rate of more than 91% and an average client tenure of about 12 years.**

- ✓ **Pays 1 in 6 workers in the U.S.**

- ✓ **Electronically moved $1.5 Trillion in client tax, direct deposit, and related client funds in fiscal 2014 within the U.S.**

Diagram of ADP Customer Hub Systems

Customer Hub Success Factors

Follow a business process
- Account and asset required for service request
- Accounts link to external system through web service
- Participants loaded and linked to accounts from sources by UCM keys

Use a simple design
- Two-level hierarchy
- Account: highest level, abstracted layer, owned based on source
- Sub Account: represents all the slices in which ADP works with the client
- D&B future

Governance and design should work together
- Governance body owned by business units
- Data stewards own data maintenance
- Focus on master data (single source used across multiple systems or processes)
- Allow for reference data (single system or process not changing in the normal course of business)
- Avoid transaction data (dynamic data or data with many reference points)

Work in phases
- Start with loose rules – don't overwhelm data stewards with tasks
- Many adjustments in rules since go live
- Data validations

Know the product
- Use experts in technology to start with the right design
- Size and build architecture accordingly
- Test and evaluate performance & stability

Continually improve
- Performance
- Evaluate data to further mature rules
- Monitoring success and ongoing errors
- Ongoing data cleanup
- Enrichment

Customer Hub Implementation Challenges

Match and survivorship rules

Performance

Full working product knowledge

Stability and scalability of IIR

Access to external systems and data

Participation in data validation process

Move to Enterprise Data Quality

IIR ISSUES	EDQ Benefits

IIR ISSUES

- Synchronization caused duplicate records on batch loads
- Synchronization could not handle special characters
- Memory consumed too fast (32 bit)
- Static database connection required constant rebooting

EDQ Benefits

- Does not require synchronization
- Increased memory to 64 bit
- Rich tools and workflows to profile and process data
- Transparency in functionality and results
- Single entity support process
- Has proven to be more stable and shows better performance
- Increased functionality and usability

Why eVerge Group?

☑ **Experienced Consultants**

- ▪ eVerge Group hires the top 5% of talent in the industry and our consultants all bring both data management knowledge and technical experience.

More Efficient Project Teams ☑

- ▪ We staff our projects with smaller teams of more experienced consultants, leading to more cost-effective implementations.

☑ *PrecisionFit®* **Methodology**

- ▪ Our proven methodology utilizes iterative prototyping and maximizes user involvement.

Commitment to Client Satisfaction ☑

- ▪ We will do whatever it takes to deliver the results you expect.

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group